



Specialised Capacity Building Programme

**For
Senior Officers**

On

Change Management



**Indian Institute of Public Administration (IIPA)
New Delhi - 110002
IIPA- inspiring excellence is a way of life**

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION (IIPA)

IIPA has been imparting training and capacity building to the government officials of India and abroad since 1959. Every year, IIPA conducts more than 100 training programmes for the officials.

The flagship programme of IIPA is 10-month Advanced Professional Programme in Public Administration (APPPA) which is attended by senior officials of All India Services (AIS), Central Civil Services and Defence Services mainly Indian Administrative Services (IAS), Indian Police Services (IPS), Indian Revenue Services (IRS), Indian Air Force, Indian Army, and various other services.

IIPA also conducts training for the officials of different departments and ministries of Government of India and State Governments on various topics of governance, finance, communication, leadership, administration, and management. The period of training programme varies from 3 days to 10 months. IIPA is also involved in the capacity building of the civil servants of foreign countries and conducted training for the officials of Afghanistan, Bangladesh, Sri Lanka, Maldives, Nepal, Vietnam, Mongolia, African and Latin American countries under direct and ITEC programme.

During the recent lockdown situation that arose due to COVID-19 pandemic, the faculty at IIPA also worked on and prepared very resourceful digital modules of different trainings.

IIPA, with decades of expertise in specialised training for the government officials, can provide both short term and long-term trainings for the staff. The long-term training programme keeping in view the requirements and after carrying out training needs analysis for the same.

“Leadership is the ability to persuade others to seek defined objectives enthusiastically. It is the human factor which binds a group together and motivates it towards goals.” - Keith Davis

Leadership is a process by which an executive can direct, guide, and influence the behaviour and work of others towards accomplishment of specific goals in a given situation. It is also defined as the capacity to influence a group towards the realization of a goal. Leaders are required to develop future visions, and to motivate the organizational members to want to achieve the visions. Leadership is therefore an important function of management which helps to maximize efficiency and to achieve organizational goals. On the other hand, Change management is the process of taking an organization from where it is to where it wants to be. Change management in an organization can be defined as an approach to deal with change in two different areas - the organization and the individual, with individuals and the overall organization adapting to change at their own pace and style. Change management also allows the organization to catch an opportunity to gain a competitive advantage if the organization effectively and efficiently implements and adapts to the change. Although leadership and management are two completely different systems, an organization might be surprised to find that there is no one system that completely suits their needs, so it is advisable that they focus on the skills that are suitable for their organization.

Significance of the Programme

This programme introduces and explores leadership and change management techniques and skills which determine an effective leader. It also introduces the concept of work life balance, time management, conflict management, managing a change and adapting to change, emotional intelligence, ways of introducing change and enhancing the productivity, team work as well as social media awareness to direct the participants in these dynamic times towards a successful work life. In this dynamic and turbulent environment, changes are inevitable whether organizations like or not.

Objectives of the Programme

- ✓ To strengthen and build the leader's capacities in leadership skills to be able to deliver the services and manage the employee for higher productivity.

- ✓ To develop leadership with regards to the various organisational behavioural aspects , which are of immense significance to foster decision making capabilities and enhance overall effectiveness of an organisation
- ✓ To introduce management approaches principles & techniques for elective and efficient delivery of management services.
- ✓ To enhance interpersonal skill through effective communication, negotiation skills, conflict resolution style , team dynamics and leading organizational transformation
- ✓ Work Life balance, Ethical behaviour at work place and in social media.

Session Details

- **Interpersonal Style: Transactional Analysis (TA)** - A psychoanalytic therapy wherein each social transaction is analysed to determine the involved ego state (whether parent-like, child-like, or adult-like) as a basis for understanding behaviour.
- **Understanding Self: Johari Window Psychometric Test** - Invented by Psychologists Joseph Luft and Harry Ingham, the Johari Window help us to understand self-awareness and the human interaction that results from our personal self-awareness.
- **Leadership and its Role in Decision Making** - The objective of this is to get management to begin thinking or rethinking their ideas concerning one aspect of leadership: the decision-making process.
- **Leading Organizational Transformation-** Organizational transformation is the process of transforming and changing the existing corporate culture to achieve a competitive advantage or address a significant challenge.
- **Human Resource Management** - Human resource management (HRM or HR) is the strategic approach to the effective management of people in a company or organization such that they help their business gain a competitive advantage. It is designed to maximize employee performance in service of an employer's strategic objectives.
- **Decision Making and Negotiation Skills** - Viewing negotiation as a joint decision-making process in which co-dependent parties engage one another in an effort to arrive at a 'good' decision that would satisfy their underlying concerns, provides a more concrete and realistic view of the process and its possibilities.
- **Emotional Intelligence for Enhanced Productivity** - With the help of emotional intelligence, you can influence your leadership, job performance, communication as well as success, health, and general happiness.

- **Work Life Balance** - Work-life balance is the state of equilibrium where a person equally prioritizes the demands of one's career and the demands of one's personal life.
- **Managing Change for enhanced productivity** - In today's continually evolving business environment, change is essential for organizations to stay competitive, as we have seen, and business strategies are frequently related to change.
- **Conflict Management in workplace** - Conflicts must be avoided at workplaces for a healthy and a competitive environment. Employees must ensure that precautionary measures are taken in advance to prevent conflicts at the workplace.
- **Time Management** - Time management is the ability to use your time productively and efficiently.
- **Working in Teams** - Teamwork is the collaborative effort of a group to achieve a common goal or to complete a task in the most effective and efficient way.
- **Social Media Awareness** - All employees and professionals need to protect themselves and their employers when contributing to social media forums and develop an understanding and appreciation of the consequences of inappropriate Internet communications.
- **Role & Ethics in Workplace** - Ethics in the workplace should be a core value of any organization. Aside from doing the right thing, conducting ethically has great rewards and returns. Being ethical is essential to fixing problems and improving processes. It is needed to establish baseline measures and increase efficiencies.
- **Out Bound Learning (in case of physical training)** - The truly unique blend of activity based learning and Morpho techniques ensure that participants at each of these outings grasp and retain modules with ease. Completely customizable, these Outbound Training, OBL programs prove that learning is actually nothing but fun, being integrated into adventurous games and activities. We believe that experience based learning is the most effective way of learning. Building Winning Teams, Identity Search, Leadership search, Employee's day out, Wilderness Survival, Self Defence are few activities are part of OBL.
- **Recapitulation of Best Practices – A course through the best practices of successful organizations and their leaders.**

Mode of Evaluation: Practical, Presentation and Assignment

IIPA Certificate: On completion of Course

Training Duration: Five -Six days

WORK SCHEDULE

DAY/DATE	TIME	TOPIC
(MONDAY)	10:00 AM - 10:25 AM	PROGRAMME INAUGURATION
	10.30 AM - 01.00 PM	Defreezing and Leading Organisational Transformation
	02.00 PM - 04.00 PM	Strategic Thinking and Decision Making
(TUESDAY)	10.00 AM - 01.30 PM	Interpersonal Style: Transactional Analysis (TA) And Understanding Self: Johari Window Psychometric Test
	02.00 PM - 05.00 PM	Leadership Workshop -1: LEAD Concept
(WEDNESDAY)	10.30 AM - 01.00 PM	Leadership Workshop -II: LEAD Practice
	02.00 PM - 04.00 PM	Emotional Intelligence : Develop EQ
(THURSDAY)	10.30 AM - 11.30 AM	Conflict Resolution Style and Negotiation Skills
	11.45 AM - 01.00 PM	Time Management and Work Life Balance
	02.00 PM - 04.00 PM	Team Building Exercises and Inventory (OBL in case of physical training)
(FRIDAY)	10.00 AM - 01.00 PM	Problem Solving Skills and Lateral Thinking
	02.00 PM - 04.00 PM	Recapitulation of Best Practices Feedback and Valedictory Ceremony

Faculty Profile

Dr. Surabhi Pandey, GOC-In-C Western Command Commendation card

Assistant Professor, IIPA, New Delhi

Ph.D. (Computer Sc.), M.Phil.(Computer Sc.), MCM, MCA, PDDM
(Digital Marketing), Master Programme in Data Science



Research Area: Cloud Computing Security, Cyber security, and Data Analytics

Member: 3E Innovative Foundation

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Summary:

- ✓ 15+ years of professional and academic experience.
 - ✓ Specialized Area: Cloud Computing, Cyber Security, Data Analytics tools, SaaS, ERP, MIS, e-Governance, Digital Marketing, Knowledge Management, Leadership, communication and Change Management.
 - ✓ Principal member of Educational and Skill development Services Sectional Committee, SSD 04 of the **Bureau of Indian Standards (BIS)**.
 - ✓ Decorated with prestigious **Indian Army ‘GOC-in-C Western Command’ Commendation Card** on 15th August 2015 for distinguished service & commitment for Army Institute
 - ✓ Best Research paper award in the international conference organized by SERD India, 2016.
 - ✓ Received **3E Fellow award from 3E Innovative Foundation** on 14th June 2015.
 - ✓ Trainer of Data Analytics BI tool “Tableau “ Power BI and Digital Marketing.
 - ✓ IBM certified In Tableau Software for Data Analytics .
 - ✓ Certified Microsoft Office Specialist- Excel 2013 (MCP ID: 13141288)
 - ✓ Trainer of Cyber awareness programme and Data Security.
 - ✓ Trainer of Soft Skills and Change Management.
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Trainings and Consulting:

- ✓ Organised and panelist in Sadhguru's event on Inner engineering and wellbeing on 9th Jan 2021.
- ✓ Organized and panelist in tri services Dialogue on Aatmanirbhar Bharat on self-reliance in defence production
- ✓ Organised and panelist in National security Talk of former COAS and MoS.
- ✓ Imparted training to senior officers of defense and administrative services in the area of Cyber strategy, Cyber Diplomacy and Peace, Defense Procurement, Data Analytics and Artificial Intelligence.
- ✓ Imparted Training in the area of Cyber Security and Forensics tools, Data Analytics, Artificial Intelligence, Block chain to senior officers of Custom and Indirect Taxes, NACIN Faridabad and Pan India.
- ✓ Imparted training to more than 1500 judges in the area of Cyber security and fraud investigation, Transformational Leadership, Interpersonal skills at the level of district judges and subordinate services of Uttar Pradesh State.
- ✓ Imparted training to approx. 200 officers of Central Tibet Administration in Leadership and Public Administration.
- ✓ Imparted training to MES officers in the area of transformational leadership and change Management.
- ✓ Imparted training to PSUs officers in the area of change Management and transformation.
- ✓ Imparted training to NGOs and students on Cyber safety and Cyber hygiene.

Research /Projects

- ✓ Ongoing evaluation of Cyber Crime Presentation against Women and children, CIS – II Div. , MHA
- ✓ Ongoing Evaluation of Narcotics Control Bureau , MHA
- ✓ Ongoing Evaluation of Capital and Revenue Schemes of LBSNAA, [Mussoorie](#)
- ✓ Ongoing evaluation of Department of Administrative Reforms & Public Grievances scheme "Administrative Reforms.
- ✓ Ongoing evaluation of DSI special investigation scheme of BPR&D, Ministry of Home Affairs (MHA)
- ✓ Evaluation of Electronic Manufacturing Scheme, Ministry of Electronics & information Technology (MeitY)
- ✓ Evaluation of Indian Cyber Crime Coordination Centre (I4C) Scheme, Ministry of Home Affairs (MHA)
- ✓ Evaluation of Coastal Security Scheme Phase –II, Border Management, Ministry of Home Affairs (MHA)

- ✓ Evaluation of Border Area Development Programme, Border Management, Ministry of Home Affairs (MHA)
 - ✓ Evaluation of Border Infrastructure Management (BIM) Umbrella Scheme for Border Management, Ministry of Home Affairs (MHA)
 - ✓ Evaluation of National Research Professors Scheme, Ministry of Human Resource Development (MHRD)
 - ✓ Review of Organization Structure and Processes of MHA (Ministry of Home Affairs).
 - ✓ Evaluation of Awards and Achievements (Ministry of Youth Affairs and Sports).
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Publications: latest in last year (Total + 30 publications)

- ✓ Electronic Manufacturing clusters (EMC) In India published in all three reputed publications of IIPA, New Delhi.
 - ✓ Judicial reform Index of Uttar Pradesh Judiciary
 - ✓ Coffee table of U.P Judiciary Management Development Programme
 - ✓ Article on Indexing of Electronic Manufacturing clusters (EMC) In India
 - ✓ Data Security in Cloud-Based Applications “paper published in Data Science Landscape springer book © Springer Nature Singapore Pvt. Ltd.
 - ✓ “Cloud Computing: Software as a Services Business Application Challenges” published in (JACOTECH)Journal of Advanced Computing and Communication Technologies, ISSN: 2347 – 2804
 - ✓ “Challenges Involved in Implementation of ERP on Demand Solution :Cloud Computing” published in IJCSI Volume 9, Issue 4, of IJCSI Journal (International Journal of Computer Science Issues) (IJCSI Published Papers Indexed By: Google Scholar, Scribd, Sensei, Engineering Information and many more.)
 - ✓ “Future Prospects & Current Challenges of Enterprise Applications (ERP) on Software as Services (SaaS) using Cloud Computing Model” published in IBR , volume 1, issue- 2
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Books Edited:-

- Managing Uncertainties of Business: A Strato –Techno Approach published by 3 E Innovative Foundations. ISBN : 978-93-5212-780-1
 - Big Data and Analytics for Business: Multi-Disciplinary Perspective, Published by Society for Education and Research Development, ISBN No: 978-1944820510
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